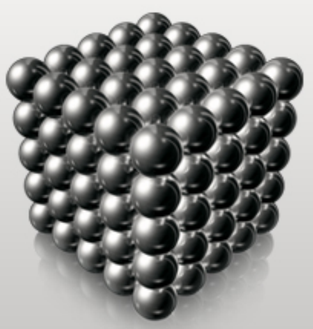
Managing Clients in the Enterprise

Session 621

These are confidential sessions—please refrain from filming or taking pictures.



Enterprise IT

Managing Clients in the Enterprise

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Senior Consulting Engineer

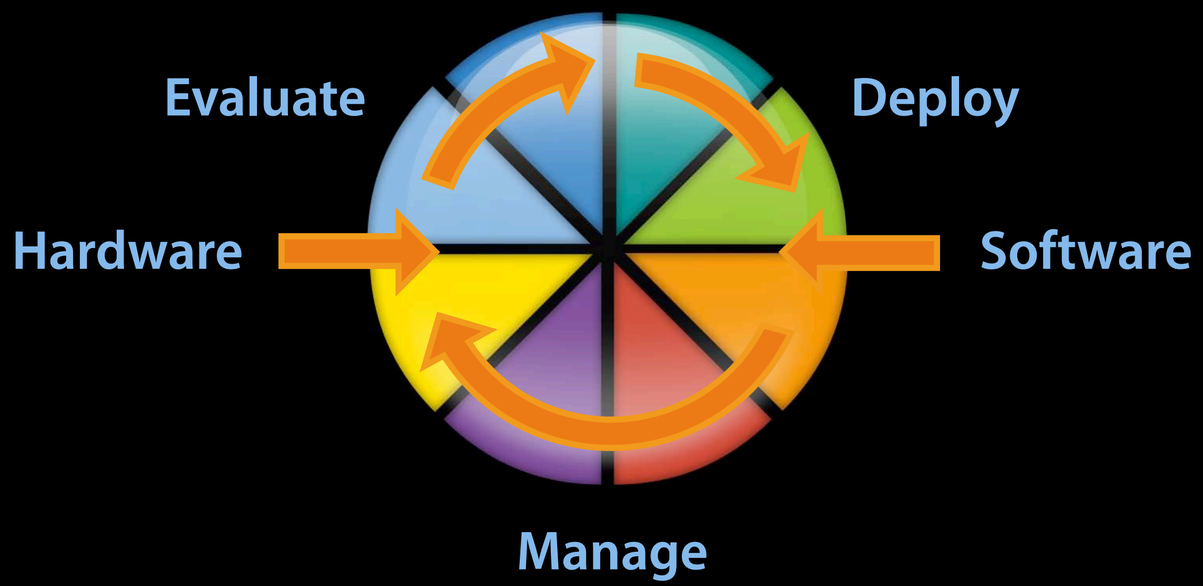
http://developer.apple.com/wwdc2005/

Agenda

- Introduction
- Systems Lifecycle and tasks
- Lifecycle tasks and enterprise examples
- Customer case studies
- Q&A

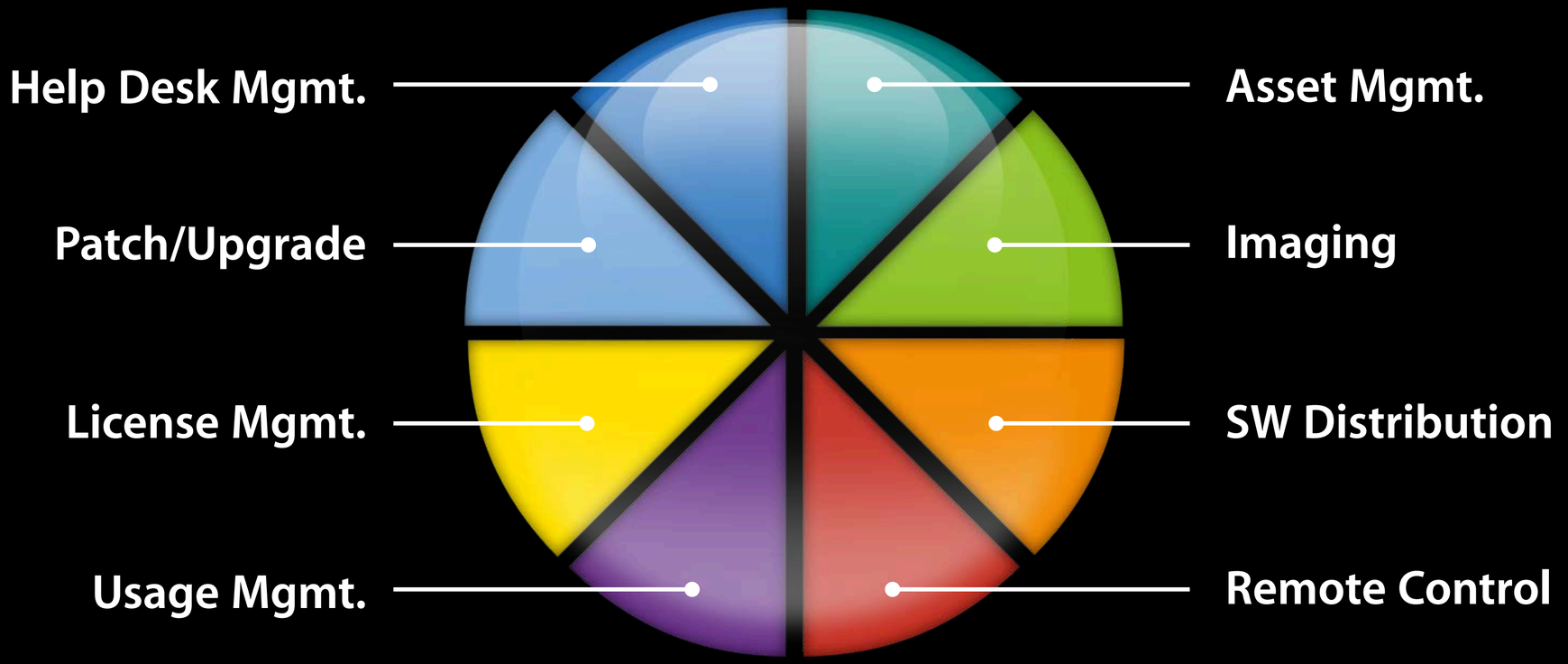
Systems Lifecycle—What Is It?

- Task oriented process of systems management
- Cyclical—usually involves a yearly rotation
- Focuses on three stages:
  - Evaluate
  - Deploy
  - Manage



Lifecycle Tasks

The bread and butter of IT



Evaluation

Determining the best infrastructure mix

- Which tasks must I do in-house/outsource?
- What software/hardware is needed?
- How much manpower do I need?
- How often am I going to perform <task>?
- How do I get a raise?

Deployment

Turning common systems into unique systems

- How many system images do I need to build/maintain?
- How many systems must I deploy at once each cycle?
- How much of my deployment is
  - Manual?
  - Network-based?
  - Seat of the pants?
- How often do I refresh my systems?
  - Full refresh
  - Partial refresh
  - Iterative/repair

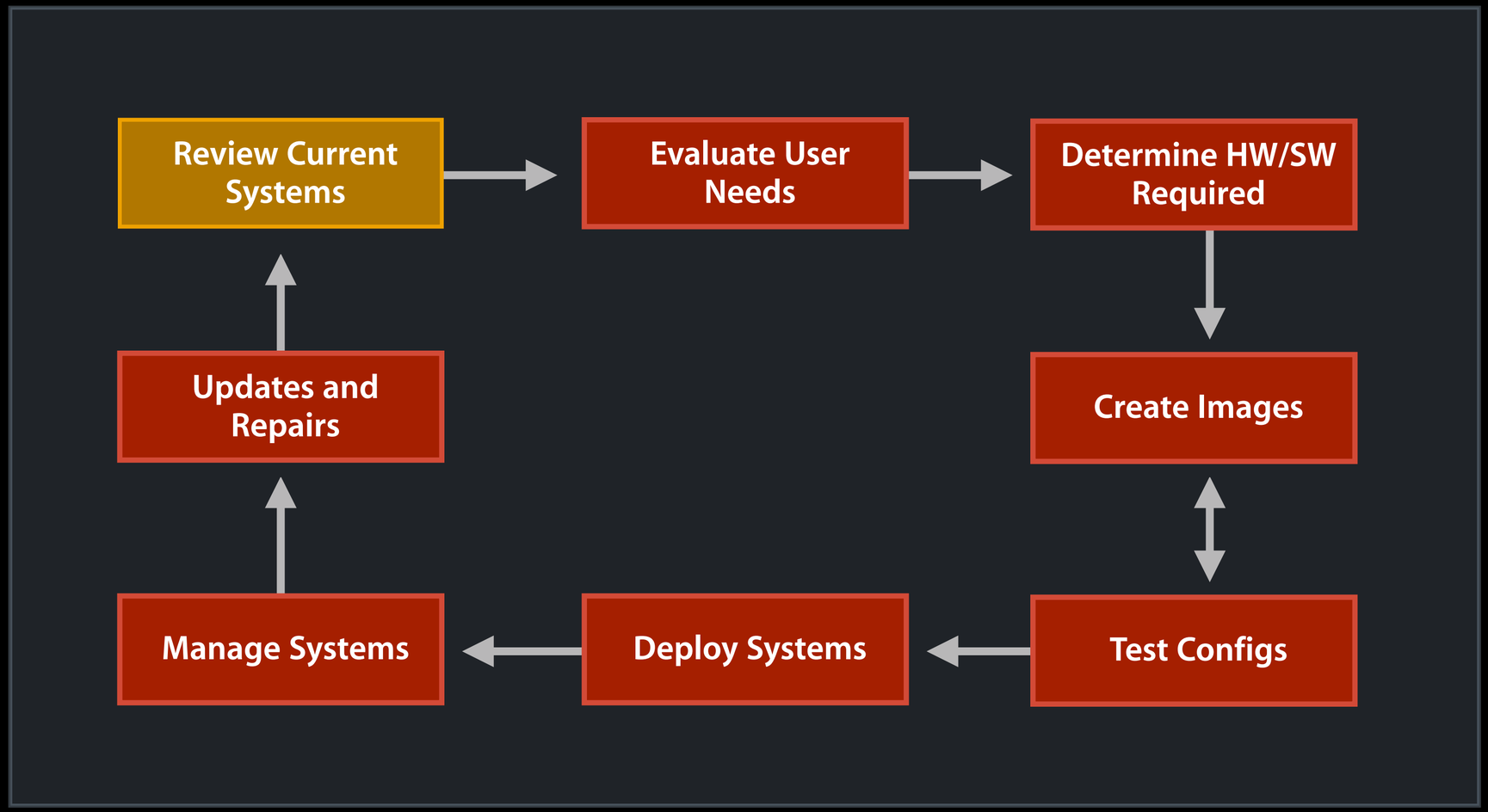
Management

Maintain and support the environment

- Is systems management going to be centralized?
- What about license management?
- Who handles simple password changes?
- System software and security updates?
- Hardware replacement—user/client data?
- Third party application updates?
- Who handles help desk operations?
- What about client/workflow management?
- What about asset management?
- Where's that pay raise?

Lifecycle In Action

Yearly refresh example



Task Examples

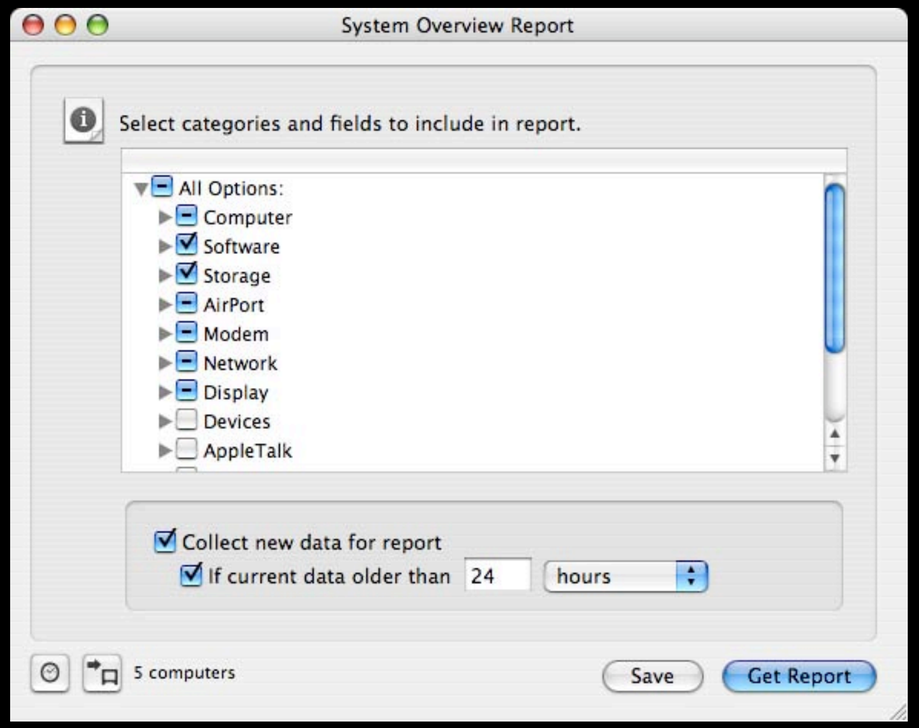
Defining the tasks with Apple-based solutions

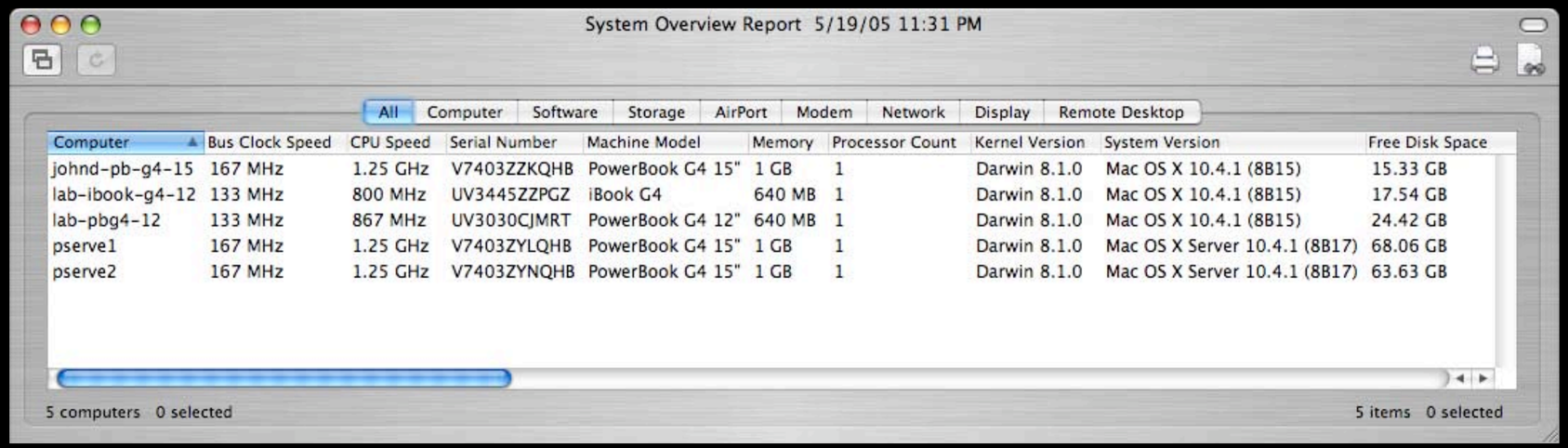
- Asset Management/Remote Control/Help Desk Ops
  - Apple Remote Desktop
- Imaging Systems
  - NetInstall/ASR-multicast
- Software Distribution
  - ARD/NetInstall
- Usage Management
  - Workgroup Manager/MCX
- Patching and Upgrading
  - ARD/NetInstall

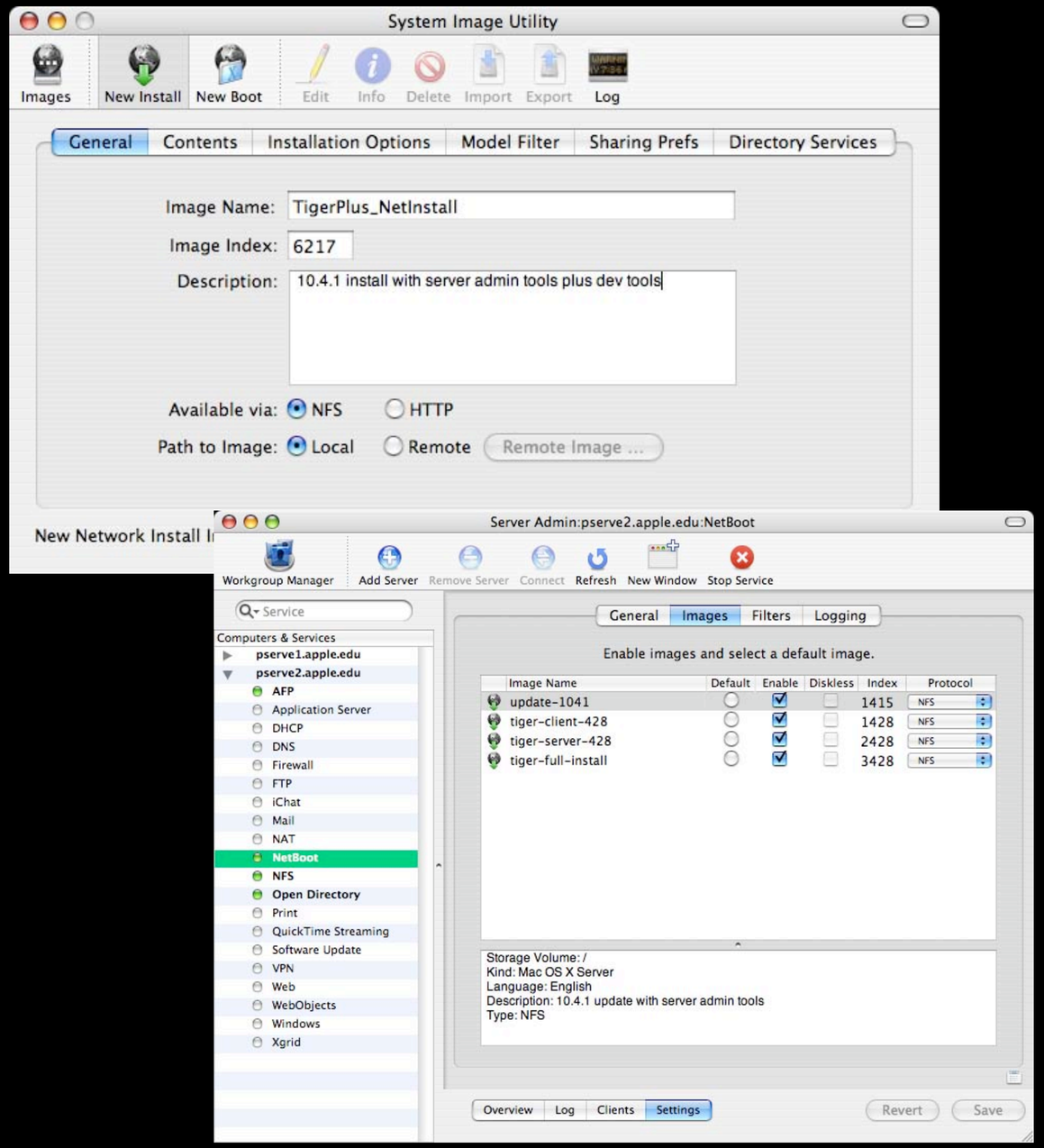
Asset Management

Apple Remote Desktop

- System reports
- Network reports
- Memory reports
- Device reports
- File search



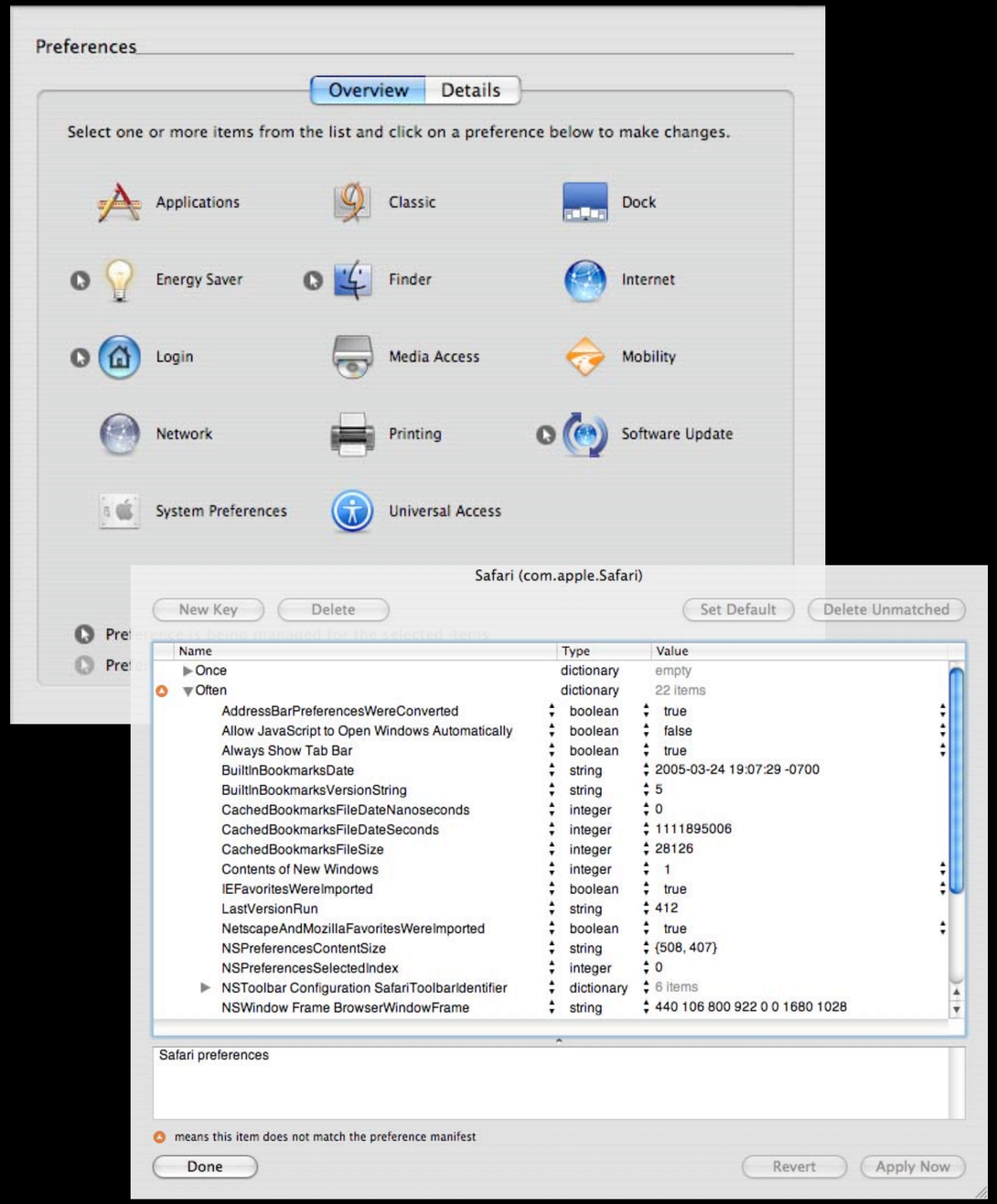




Imaging Systems

NetInstall

- Core OS installs
- Customized OS-plus installs
- Application only installs
- Upgrade installs



Usage Management

Managed Client for OS X

- Granular control of system preferences at user/group or computer level
- Third party preference editor
- Mobile account and portable home directory support

Enterprise Solutions to Lifecycle Tasks

A look at commercial solutions

http://developer.apple.com/wwdc2005/

Lifecycle Tasks—Enterprise Solutions

A walkthrough using world-class solutions

- **Sassafras**—K2 license management suite
- **Filewave**—Filewave and Asset Trustee
- **LANDesk**—LANDesk Management Suite
- **Altiris**—Client Management Suite

Task—Asset Management

Sassafras' K2

- Complete inventories: all Mac/Win software
- Hardware audit: OS details, computer profiles, asset tag and location data
- Auto-incremental updates: desktops/laptops/servers
- Web-based reporting, Tiger Widget, and RSS feeds (6.1)
- Standard internal and ODBC—compliant customizable external reports
- Mac OS X or Windows server-based

Task—Asset Management

Filewave—Asset Trustee

- Automated gathering and storage of Hardware and Software Information
- Client software initiates scans
- Mac OS X Server based

Task—Asset Management

LANDesk Management Suite

- Configurable client-side scanner
- Full hardware and software inventory
- Incremental/Delta scans
- Extended, non-computer asset tracking available
- Predefined and custom inventory reporting
- Windows server based

Task—Asset Management

- Altiris Inventory Solution for Macintosh
  - Provides system hardware/software inventory to online database
  - Provides web-based reporting architecture
  - Windows server based
- Altiris Asset Control Solution
  - Tracking Macintosh asset information including associations, owners, locations, and cost centers
  - Tracking peripheral information and associate to host computer
  - Barcode tracking (separate module)

Task—Software Distribution

Filewave

- Install Applications or Apple PKG installers
- Execute shell scripts
- Client guaranteed to download and activate files

Task—Software Distribution

LANDesk

- Distribute single-file executable packages to one or many computers using direct distribution or Targeted Multicast
- Package is automatically installed when the targeted device receives it
- Customize scripts using download commands (http://, ftp://) or shell commands
- Any file can be downloaded including install packages containing directories
- Distribute packages as required, recommended, or using optional Application Policies

Task—Software Distribution

Altiris Software Delivery Solution for Macintosh

- Supports policy-based software distribution
- Computer collections can be designated by dynamic criteria for ongoing updates
- Intelligent download utilizing bandwidth throttling, checkpoint recovery
- Distributions can be scheduled for ASAP execution or scheduled for off-peak hours
- Payloads can be a single file, an archive, or just a shell command
- Archives can be auto-expanded upon delivery
- Client-side monitoring of software or Inventory Tasks (task browser)

Task—Remote Control

LANDesk

- Remote Control viewer supports
  - File Transfer
  - Chat
  - Reboot
  - Observe and Control

Task—Usage Management

Sassafras' K2

- Control, Log, or Ignore usage
- Manage separate versions
- Applications are location independent
- Deny access to unauthorized software
- Support multiple groups and divisions of users
- Scheduled usage and reservations

Task—Usage Management

LANDesk

- Client-side software usage monitor tracks all application launches
- Launch denial stops prohibited applications from running
  - Operates in both connected and disconnected state
  - Logs denials, launches and use statistics—number of launches, last launch, total usage time, etc.
- Usage data stored locally, then sent to core server along with inventory scan
- Software usage reporting

Task—License Management

Sassafras' K2

- Central deployment and control of all common licenses
  - Unlimited site license
  - Single computer (node-locked)
  - Concurrent use (floating license)
  - Custom limits and restrictions
- Multiple license profiles for each program
- Reclaim and redeploy abandoned software licenses
- License compliance analysis and reports

Task—License Management

LANDesk

- Passive, client-side software monitoring agent
- Usage data synchronized to core server with inventory scan
- Extended license tracking options configured at the console
  - Define licenses by application and/or suite
  - Import XML-based license information files
  - Aliases and downgrade rights enable license reconciliation
- Console displays warnings when license are exceeded
- License usage and compliance reporting

Task—License Management

Altiris Contract Management Solution

- Tracking Macintosh software license agreements, warranties, and leases
- Integrated with Inventory Solution data
- Provides executive and administrative reporting on usage and compliance

Task—Patch and Upgrade

Filewave

- Install Applications or Apple PKG installers
- Execute shell scripts
- Fault Tolerant Client “Pull” Method of Download
- Client guaranteed to download and activate files

Task—Patch and Upgrade

LANDesk

- Deploy OS and application security updates through the Security and Patch Manager interface
- Deploy application updates using the software distribution method, or the Security and Patch Manager
  - Administrator manually downloads the update file(s)
  - Creates a software distribution job/policy or
  - Creates a custom vulnerability definition

Real World Cases

Customer case studies

http://developer.apple.com/wwdc2005/

Customer Commentary

Mark Jeffries
Genentech

David Zubradt
Viacom / MTV

Rick Yang
Interpublic Group

Mark Jeffries

Genentech

http://developer.apple.com/wwdc2005/

David Zubradt

Viacom/MTV

http://developer.apple.com/wwdc2005/

Rick Yang

Interpublic Group

http://developer.apple.com/wwdc2005/

Wrap-Up

A quick review of the players in Enterprise Client Management Solutions

http://developer.apple.com/wwdc2005/

Lots of tasks, lots of solutions

We couldn't cover every possibility…

Asset Management

ManageSoft

Marimba Asset Tracking

Imaging/SW Distribution/Patch Mgmt

Jamf—Casper

Marimba Software Distribution

Lots of tasks, lots of solutions

We couldn't cover every possibility…

Remote Control

netopia®
MAKING BROADBAND WORK™

Netopia—Tumbuku

Imaging/Usage Management

MacShield™
ENHANCED EDITION

Centurion - MacShield

DEEPFREEZE™
Mac OS X

Faronics—Deep Freeze

Q & A

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More Information

http://developer.apple.com/wwdc2005/

Related Sessions

Mobile User Management	Session 626 Thursday 10:30AM
Designing Network-Friendly Applications	Session 630 Thursday 3:30PM
Enterprise IT Feed Back Forum	Session 639 Friday 3:30PM
Real-World Desktop Management Practices	Session 644 Friday 5:00PM

Documentation, Sample Code, and Other Resources

http://developer.apple.com/wwdc2005/

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